



CITY OF LODI COUNCIL COMMUNICATION

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AGENDA TITLE: Adopt Resolution Approving Job Description, Salary Range and Reclassification for the position of Supervising Customer Service Representative

MEETING DATE: November 17, 2010

SUBMITTED BY: Human Resources Manager

RECOMMENDED ACTION: Adopt resolution approving job description, salary range and reclassification for the position of Supervising Customer Service Representative.

BACKGROUND INFORMATION: Over the past year, the City has embarked on an ambitious campaign to systematically update all City job descriptions so that they are reflective of each employee's assigned job duties. In very few instances, this review has identified employees working above, or below, their current classification and thus a salary adjustment has been requested. Moreover, if an employee believes their job description is not current or their classification is not accurate, they can request Human Resources conduct a classification audit to update their job description and determine the proper classification.

On January 8, 2010, the City was notified that the two incumbents serving as the City's Senior Customer Service Representatives believed that their positions warranted a reclassification or salary review due to position duty changes. Specifically, the incumbents believed they had absorbed several of the duties previously assigned to the higher level Finance Technician classification, and that they had also been performing many of the duties previously assigned to the higher level Finance Supervisor classification.

Over the past months, Human Resources conducted an extensive analysis on the current Senior Customer Service Representative and Finance Supervisor classifications. We met with the incumbents for these positions several times, including many discussions with their union representative. We also met with the employee's supervisor and the director of Internal Services. Based on those discussions, Human Resources is recommending the elimination of the current Senior Customer Services Representative classification and the creation of the Supervising Customer Service Representative classification.

The current Senior Customer Service Representatives have been performing tasks beyond their current classification. They perform day-to-day supervision over assigned staff within the Collections and Billing sections. The high level of interaction between the current Senior Customer Service Representatives and the Customer Service Representatives is required because of the nature of the work. Throughout the day, Customer Service Representatives require the assistance and guidance of the Senior Customer Service Representatives, both in terms of customer concerns and policy adherence and, at times, exceptions. Moreover, the current Senior Customer Service Representatives already perform the basic

APPROVED: _____


Konradt Bartlam, Interim City Manager

supervisory functions of a Supervising classification, including scheduling employees and approving their time off, originating evaluations and disciplinary actions, and participating in the hiring process.

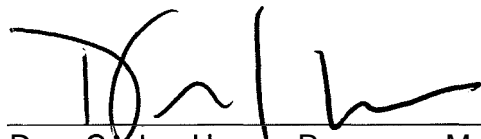
Staff requests Council approve the new job description and salary range for Supervising Customer Service Representative (See Exhibit A). At present, there are two Senior Customer Service Representatives assigned to the City's Financial Services Division. Staff recommends the new Supervising Customer Service Representative salary range be \$3,429.72 - \$4,168.85, which is approximately 10 percent above the current Senior Customer Service Representative salary range (\$3,118.90 - \$3,791.04) and is the same salary range as the Finance Technician.

The positions affected by these actions are within the General Services Bargaining Group. Staff has met many times with representatives of General Services to discuss these proposed changes. These proposed changes will result in a cost increase of about \$10,900 annually.

FISCAL IMPACT: An annual increase of approximately \$10,900 including additional expenses related to retirement costs and payroll taxes will be incurred for FY 2010/11.

FUNDING AVAILABLE: Additional costs will be absorbed within existing appropriations of the Internal Services Department.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Dean Gualco', written over a horizontal line.

Dean Gualco, Human Resources Manager

A handwritten signature in black ink, appearing to read 'Jordan Ayers', written over a horizontal line.

Jordan Ayers, Deputy City Manager/Internal Services Director

RESOLUTION NO. 2010-201

A RESOLUTION OF THE LODI CITY COUNCIL
APPROVING THE JOB SPECIFICATION AND SALARY
RANGE FOR THE POSITION OF SUPERVISING
CUSTOMER SERVICE REPRESENTATIVE

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NOW, THEREFORE, BE IT RESOLVED that the Lodi City Council does hereby approve the job specification for the position of Supervising Customer Service Representative as attached; and

BE IT FURTHER RESOLVED that the salary range for Supervising Customer Service Representative is hereby approved and shall be as follows:

SUPERVISING CUSTOMER SERVICE REPRESENTATIVE				
Step A	Step B	Step C	Step D	Step E
\$3,429.72	\$3,601.21	\$3,781.27	\$3,970.34	\$4,168.85

Dated: November 17, 2010

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I hereby certify that Resolution No. 2010-201 was passed and adopted by the Lodi City Council in a regular meeting held November 17, 2010 by the following vote:

AYES: COUNCIL MEMBERS – Hansen, Johnson, Mounce, and
Mayor Katzakian

NOES: COUNCIL MEMBERS – Hitchcock

ABSENT: COUNCIL MEMBERS – None

ABSTAIN: COUNCIL MEMBERS – None


RANDI JOHL
City Clerk

November 2010

SUPERVISING CUSTOMER SERVICE REPRESENTATIVE

Job descriptions are intended to present a broad and general range of duties which includes, purpose, responsibilities, and scope of work. Job descriptions are not intended to reflect all duties performed within the job.

DESCRIPTION:

Assigns, prioritizes, supervises and performs work related to customer service billing and collections. Under direction of the Financial Services Manager, the Supervising Customer Service Representative is a working supervisory position that ensures the operations of the utility billing and collections units are accomplished in an efficient and effective manner.

SUPERVISION EXERCISED AND RECEIVED

Exercises supervision over lower level personnel. Receives supervision from higher level personnel.

EXAMPLES OF DUTIES

Duties may include, but are not limited to the following:

Assigns, prioritizes, supervises and performs work related to customer service utility billing and collections units; ensures the operations of the utility billing and collections units are accomplished in an efficient and effective manner.

Resolves the most complex customer service (billing and collections), complaints and deficiencies; establishing, disconnecting and reconnecting service; high/low bill investigation; and delinquent accounts and interruption in service; authorize payment extensions; review and recommend contracts to department Manager.

Processes utility billings: edits for exceptions, compares accounts to rate schedule standards, researches account historical data to determine correctness, and approves bill batches for billing according to assigned rate schedules; analyze data and draw logical conclusions.

Processes, balances, and audits bank deposits; make necessary bank adjustments;

Interpret and enforce FACT Act identity theft guidelines and insure Federal Red Flag compliancy rules are followed; work with appropriate parties for proper resolution of situation.

Coordinate Photovoltaic net (pseudo) & co-meter billing setup in CIS.

Under guidance with management, designs and implements programs aimed at improving communication with customers, efficiency in customer service operations, and revenue recovery; designs and prepares departmental forms and operational manuals; prepares correspondence on procedural or informational matters;

Administrator of help desk for online payment system, research and resolve complex online problems; interact with third party for customer satisfaction; monitor postings and NSF returns; creates, maintains and monitors computerized files, databases and directories; conducts record searches and prepares statistical work sheets and other required documents; audits documents, verifies accuracy and ensures compliance with applicable regulations;

Answers the telephone and responds to questions on utility billings, business and other City financial transactions; receives revenue for licenses, permits, recreation fees and other city revenue accounts;

Administer Experian program; employee setup and monitoring. Interpret consumer credit profile reports and determine further actions when fraud alerts are present.

Acts as a liaison to Field personnel to initiate or resolve issues relating to high or low bill investigations, meter reliability, disconnects and reconnects;

Performs other duties related to the operation of the department and the City including additional duties that enable the department and City to meet the diverse needs of its community

TYPICAL QUALIFICATIONS

Knowledge of:

Financial fundamental, regulations, policies, and procedures governing various financial practices.

Utility rate structures and schedules;

Customer service techniques and information systems.

Department policies and procedures pertaining to utility billing and collections units;

Ability to:

Assign, prioritize, supervise and perform work related to customer service utility

billing and collections units; ensure the operations of the utility billing and collections units are accomplished in an efficient and effective manner

Interpret and apply regulations, policies and procedures; audit compliance with applicable procedures, methods and regulations; perform complex arithmetical and basic statistical calculations accurately; prepare a variety of written reports, records and correspondence;

Supervise, train and evaluate the work of others;

Perform clerical procedures in an organized and accurate manner;
Use a personal computer and job-related software applications;

Interact with the public effectively and courteously; understand and carry out oral and written instructions;

Establish and maintain cooperative and effective relationships with those contacted during the course of work;

EDUCATION AND EXPERIENCE

Any combination of experience and education that would likely produce the qualifying knowledge and ability. A typical combination is:

Education

Equivalent to completion of high school; an Associate of Arts degree in a related field is desirable.

Experience

Three to four years of experience in a finance or accounting-related business performing a wide range of duties to include billing oversight, customer service, and collecting, recording and balancing cash; two year experience in a senior or supervisory position is highly desirable.

*FLSA Status: NON-EXEMPT